

ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED

**FORM L-41 GRIEVANCE DISPOSAL
GRIEVANCE DISPOSAL SCHEDULE**

Date: 30th June 2011

Sr.No.	Particulars	Opening Balance *	Additions	Complaints Resolved	Complaints Pending
1	Complaints made by customers	826	8793	8977	642
a)	Sales Related	236	6145	6185	196
b)	New Busines Related	30	573	601	2
c)	Policy Servcing related	2	1349	1330	21
d)	Claims	191	386	571	6
e)	Others	367	340	290	417
	Total Number	826	8793	8977	642

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	245	0	245
b)	Greater than 15 days	397	0	397
	Total Number	642	0	642

* Grievances with Legal / Ombudsman have been included in others.

* 'Claims' numbers include grievances related to Survival Benefit, Death & Health claims, Maturity claims, Surrender and Foreclosure.